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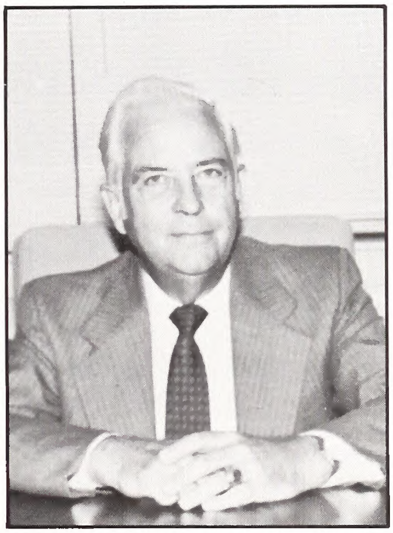
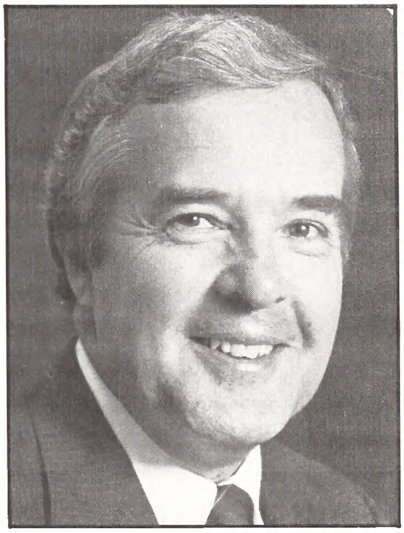
GOVERNOR NAMES TALTON SIPS CHIEF EXECUTIVE



Fred W. Talton



Dr. Farris Womack

Governor Jim Martin earlier this year appointed Fred W. Talton of Raleigh to become North Carolina's second State Controller. Talton, who began his duties on April 1, replaces Dr. Farris Womack of Chapel Hill.

Womack resigned effective March 31 to accept a position at the University of Michigan. Prior to his departure, Womack was honored by his many friends and colleagues at a reception as thanks for his management skills and leadership in the establishment of the Office of the State Controller.

"We are very pleased to have a man of Mr. Talton's experience and reputation taking over the controller's office reins," Governor Martin said in making the appointment. "Overseeing the state's accounting activities is a very demanding job, and one I am sure that Mr. Talton will be well capable of controlling."

Talton has a bachelor's degree in accounting from the University of North Carolina at Chapel Hill, and has more than thirty-five years of accounting experience. He retired last July from the international accounting firm of Peat Marwick Main and Company in Raleigh.

"I am very pleased that Fred Talton will be leading us in the future," SIPS Chief Charlie Williams emphasized. "In addition to his superb business and management skills, Mr. Talton understands that automation has become one of the most valuable tools for increasing efficiency and controlling the size and cost of state government."

Williams added that transferring SIPS to the direct supervison of the Office of the State Controller was a very logical and positive move both for SIPS and for North Carolina. Government has come to recognize that information is one of its most important assets, and that modern information processing technology is essential to the management of that asset.

"As we welcome Fred Talton, we also owe our gratitude to Dr. Farris Womack," Williams said. "Farris was a friend and a strong supporter of SIPS and our efforts to consolidate and share high technology resources in state government. We wish Farris all the best in his new position."

The position of State Controller was created by the General Assembly on August 1, 1986. In addition to heading SIPS as well as the state's numerous other data processing systems, the controller is North Carolina's chief financial officer. Under state law, he is responsible for developing an accounting system for all state agencies. He is also charged with: recommending how state agencies make disbursement; operating a central payroll system; and keeping up with appropriations, allotments, expenditures, and revenues of each agency.

(See TALTON, page 6)

■ **BUIE NAMED CHIEF DEPUTY,** **page 2**

BUIE APPOINTED CHIEF DEPUTY STATE CONTROLLER

State Controller Fred Talton announced the appointment of Bradley Buie to serve as Chief Deputy State Controller, effective June 28.

In making the announcement Talton said that: "in this capacity Brad will have broad responsibility for the executive administration of the Office of the State Controller, and will work closely with me as we complete the establishment of the office."

A key part of his duties will include the supervision of the State Accounting and Disbursing Systems, a computerized accounting system involving fifty-five state agencies, and electronically linked to the SIPS host.

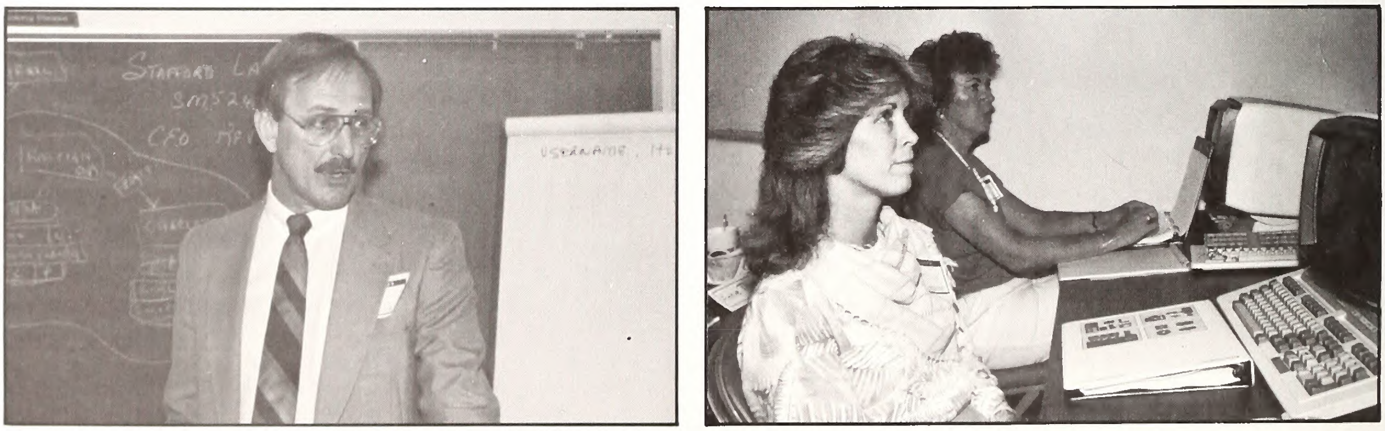
Prior to his new position, Buie served as Assistant State Controller under Dr. Farris Womack. In 1974 he was appointed Director of the Systems Divison in the State Auditor's Office, a post he held for twelve years. Under his leadership, the State Auditor's Office developed an automated departmental accounting system and fixed assets system.

Bradley Buie

He is very supportive of SIPS as a centralized information processing center, and is a strong supporter of SIPS' consolidation.

"The creation and consolidation of SIPS was a very wise and healthy decision for state government," Buie emphasized. "The center makes vital resources available to North Carolina without unnecessary duplication of services, and at a cost-effective rate. SIPS will also play an indispensable role in ensuring leading edge quality in the future automation of state government."

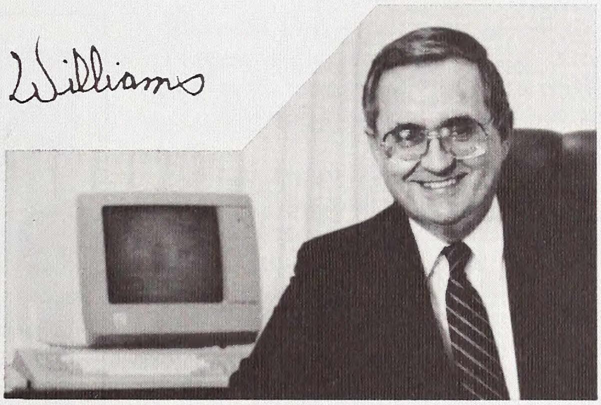
Buie, a career state employee with twenty-two years of service, graduated from the University of North Carolina at Chapel Hill with a bachelor of science degree in Business Administration. He is also a Certified Public Accountant. Brad and his wife Patsy live in Raleigh with their two children.



REV THREE ON DG — Data General's CEO (Comprehensive Electronic Office) system has been upgraded to Revision 3.0. Here, Stafford Layne, an instructor from Data General's Atlanta office, conducts training at SIPS for a group of systems managers including Debbie Kacznski of the Department of Administration (left), and Loretta Price of Emergency Management. All state agencies who use the DG system have the option to receive this training.

From the Desk of....

Charlie Williams



A BLUEPRINT OF AUTOMATION'S FUTURE

In addition to the leadership and management skills offered by the North Carolina Computer Commission, there are numerous other data processing advisory groups in state government that work together to improve communication and ensure quality services. An excellent example is the Governor's Committee on Data Processing and Information Systems, which provides business expertise from large North Carolina corporations. These high technology experts provide invaluable planning and management advice on information processing in state government.

The Governor's Committee on Data Processing and Information Systems held a special workshop on April 13th at the Caswell Building in downtown Raleigh. Special guests at the workshop included representatives of the Computer Commission, State Information Processing Needs and Cost Study Commission, Information Technology Managers' Council, as well as numerous managers and officials from SIPS.

Four members of the Governor's Committee made presentations on their assessment of future trends and needs in high technology, and their impact on large organizations like state government. The four presenters were Ed Stubbins of Duke Power Company, Don Fulford of the Environmental Protection Agency, Pat Skarulis of Duke University, and Bill Pfeiffer of Northern Telecom.

The following is a summary of their views on the future direction of information processing in North Carolina:

- work stations that have a friendly interface located on every desk by the mid to late 1990's.
- increased functionality of workstations (high resolution graphics, color and sound, access to multiple layers of information).
- less dependency on large mainframes.
- high speed fiber optic networks to meet the growing demand for information and computer access.
- integration of voice and data services.
- strong network management.
- expanded services such as electronic mail, bulletin boards, and access to libraries at state, local, and national levels.
- optical and laser disk technology for information storage and archive storage.
- artificial intelligence and expert systems to handle routine decision making.
- increased need for supercomputing cycles.
- higher skilled technology consultants, who function as problem solvers and change agents.
- policies and standards that will ensure consistent and reliable sharing among computer systems.
- good planning processes that address information processing management and use from an overall organizational perspective.

By far the most common prediction (and recommendation) of the four presenters was the increasing role and importance of networking. Networks will have to be faster; more reliable; provide more services; accommodate easy access to many sources of information; and be secured and better managed. In addition, local area networks (LANs) need to be integrated with wide area networks (WANs).

Fortunately, the state of North Carolina is well positioned in this area. During the past two years, the statewide network has been converted from analog to digital; high-speed transmission facilities (Tls) connect all major nodes in the state; redundancy (alternate routing) has been added in case of an outage; voice and data circuits are

(See BLUEPRINT, page 8)

STATE DATA NETWORK SURPASSES 12,000 MARK

The State Data Network (SDN), a vital part of SIPS' State Computer Center, has experienced a tremendous growth during the past four years, according to Richard Kelly, Data Communications Manager.

Kelly said that in 1983, the State Data Network supported about 350 computer terminals in North Carolina, while the network now serves a complex statewide system that includes more than 12,000 terminals in 1,700 locations in all 100 counties. That's a growth rate of 100 percent a year, he added.

"The SDN provides assistance to state government agencies in management, planning and implementation of network facilities that provide cost effective access to the State Computer Center, where the agencies' central data files are stored," Kelly explained. "The State Data Network terminals are linked electronically to SIPS' IBM 3090-600E mainframe computer, which is considered the state-of-the-art in the industry."

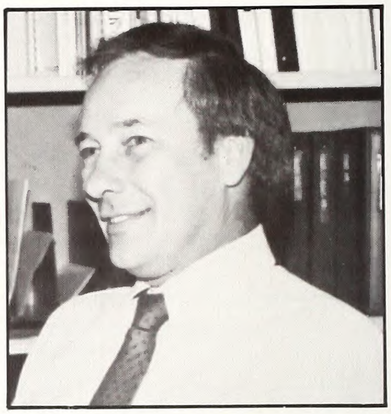
The SDN helps terminal users in solving their computer or communication line problems through the Network Control Center Help Desk. Network Control, the nerve center of state government's on-line computer system, handles hundreds of calls for assistance each month.

"The Network Control Center is operated by a special team of highly skilled trouble shooters who monitor the state's electronic data network to prevent problems, and help state employees in a professional and friendly way," Kelly noted. "It is vitally important to prevent computer down time, and ensure that all technical problems are solved quickly and efficiently."

He said that the expertise of these unique professionals covers electronic hardware and IBM Systems Network Architecture software, as well as the communication lines that transmit and receive information requests from the users computer terminals to the mainframe computer at SIPS.

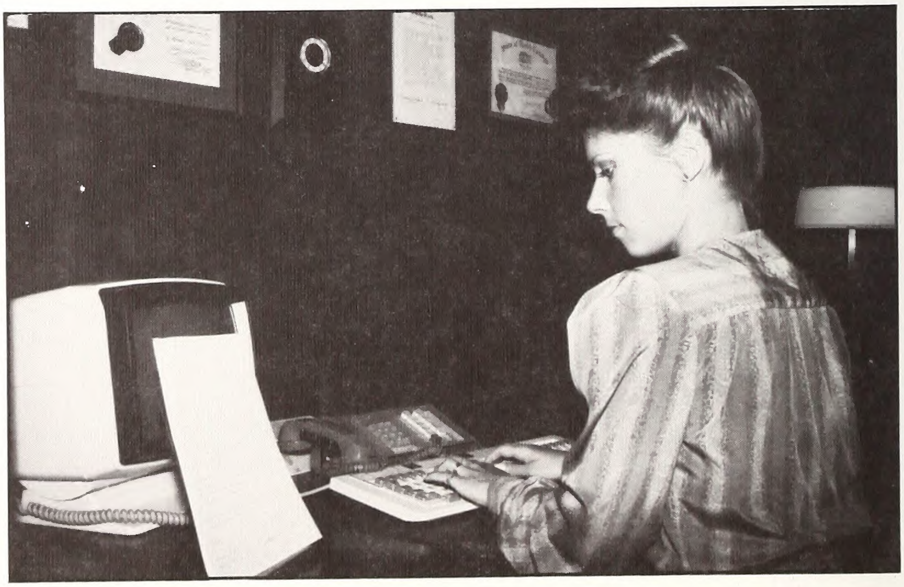
The State Data Network is also responsible for providing a common cost effective state wide telecommunications system for all SIPS users. Recent advances in technology has prompted SIPS to begin the conversion of the SDN from telephone type "analog" lines, to more efficient and easily maintained "digital" data circuits, now being offered by most telephone companies. Current plans call for the conversion to a completely digital network within 18 months.

"The digital network will result in greater efficiency, allow higher line speeds, and better management with no increase in cost to clients," Kelly emphasized. "The current line speed of most modems is 4800 bits per second. The speed of the new Digital Service Units (DSUs) will be 9600 bits per second." The digital network will enable SIPS to share the same transmission facilities for data, voice and video communications.



Richard Kelly

(See NETWORK, page 8)



NETWORK LINE — Karen Ligatino, an Administrative Assistant in the Secretary's Office at the Department of Commerce, operates one of the 12,000 plus terminals linked to the State Data Network in North Carolina. Karen uses her computer for word processing, calendars, and electronic mail.

TRAINING COURSE EARNS A GLOWING REPORT CARD

ESC USERS GET EXCELLENT RESULTS

A new SIPS live training course on systems analysis has received rave reviews from employees at the Employment Security Commission (ESC). The four-day workshops, entitled Structured Systems Analysis and Requirements Definition: For Users, were completed by twenty-eight ESC employees in April and June at McKimmon Center in Raleigh.

Diane Westbrook, Assistant Director of Information Systems at ESC, was extremely pleased with the SIPS training.

"The workshops have produced dramatic results in our computer operations," Westbrook said. "We have already had some immediate paybacks, and expect more in the future. Our users are now able to better understand and communicate with our information processing professionals in a team effort."

She added that the Commission plans to use the curriculum's tools, techniques, and methods in all their applications and systems, as well as in future automation studies.

Mike McGuffy, an Accountant II at ESC, said the training was extremely worthwhile, and one of the best courses he'd ever had.

"The workshop was well taught, and relates directly to how we do business at the commission," McGuffy explained. "The techniques and methods of analysis I learned help me to work more effectively with our computer professionals."

Carol Coonley, SIPS' Training Services Director, pointed out that the course provides immediately usable tools and techniques in the latest methods of structured systems development, including the use of Warnier, and Data Flow diagrams.

"This course builds a partnership between programmers, analysts, and users to effectively automate their work sites," she noted. "The systems analysis training enables an agency to be in control of its own destiny in automating its applications. It gives both technical and non-technical employees a common computer language and set of tools."

Coonley said that the users who completed this demanding course are now able to:

- successfully view their existing system and determine its scope and objectives.
- know their key role in the systems development process and provide the results needed at each step of the systems development cycle.
- better communicate to Management Information Systems staff necessary information

(See TRAINING, page 6)

USER-FRIENDLY TRAINING — Mabel Lineberry (left photo, foreground) and Joe Hengsen of the Employment Security Commission listen intently to noted computer expert and instructor Hudson Henry. The systems analysis course at the McKimmon Center got high marks for quality.

TRAINING COURSE

(continued from page 5)

throughout their systems development.

- better define their system requirements and outputs, both hard-copy and on-line.

- understand the design of new systems which can then be developed or serve as models for evaluation of applications.

- evaluate how new technologies will affect their systems development, and understand how to benefit from their application.

She added that this was the first time SIPS had offered a structured systems analysis class for users, although training classes have been conducted in the past for information processing professionals.

Coonley said that the courses are taught by Hudson Henry, President of Hudson Henry Associates, Inc., an international information and management consulting and training firm. He has over twenty years experience in the field from computer operations through Information Systems Management.

"The quality of the training is really outstanding," she pointed out. "Hud Henry has superb skills. He is not only a technical expert, but he's also a gifted teacher. Hud gives you quality training."

SIPS Training Services also offers Structured Systems Analysis and Requirements Definition for information processing professionals, as well as a workshop on Structured Program Design and Development, and a course on Software Quality Assurance. These courses are also taught by Hudson Henry.

The courses are offered in cooperation with the Office of Continuing Education and Professional Development at North Carolina State University.

For more information or a free catalogue of courses, contact Carol Coonley or Joe Lassiter at 733-5555, extensions 155 and 156.

PAGING TECHNOLOGY:
STAYING IN TOUCH BY TELEPHONE

North Carolina is now offering the only statewide telephone paging service of its kind in the nation. The new communications service is available to state and local government employees in all 100 counties. A two-year state contract for fiscal years 1987-89 has been awarded to Dial Page, which is considered the number one paging company in the Southeast.

SIPS' State Telecommunications Office is responsible for the purchase and distribution of the pagers in cooperation with Dial Page. Telecommunications Engineer Dyke Hostettler is in charge of the paging system for SIPS.

Dyke Hostettler

Hostettler explained that the new paging service will increase the efficiency of communications in state government through substantial cost savings in travel expenses and long distance telephone calls.

"Custom-designed messaging systems are no longer luxuries for today's government professionals," Hostettler said. "Paging is fast becoming an indispensable competitive edge in communications."

He added that staying in touch when you're away from the phone is especially important for government executives, legislators, engineers, as well as law enforcement and health care professionals.

Hostettler noted that the Dial Page line of equipment features voice, digital, and alphanumeric messages, and are equipped with an optional personal beeper that signals to call for important telephone messages. If you don't want to be interrupted, the "silent paging" mode will store calls in memory until they are checked.

He said that an estimated 2,500 employees are now using Dial Page devices. The company serves the five Southeastern states with nearly 60,000 pagers delivering over 24 million messages every year. Dial Page has a proven track record of excellence in high-technology, high performanace message communications.

Free demonstrations along with rate schedules and options are available to all interested individuals or agencies. For more information contact Dyke Hostettler at (919) 733-5555 or Dial Page toll-free at 1-800-845-PAGE.

TALTON

(continued from page 1)

"I am excited and enthusiastic about being a part of our SIPS' management team," Talton said. "SIPS is vital to North Carolina because of its leadership role in information technology throughout the state. Government agencies in all one hundred counties can draw upon SIPS' resources without having to develop and maintain their own in-house systems. This saves taxpayers money, and streamlines the flow of information."

DECAS: DIALING UP QUALITY SERVICE

A computerized telecommunications system called DECAS is improving telephone service to state government by strengthening security, cutting red tape, and saving money, according to Sam Rule, Director of SIPS' State Telecommunications Office.

Rule explained that DECAS (Digital ESSX Customer Administration Service) is a dial up telephone service which is linked by modem to a special computer software system. ESSX refers to Southern's Bell's new upgraded digital telephone switching system for state government.

"The State Telecommunications Office (STO) installed DECAS in December of 1986 for two very important reasons," Rule emphasized. "One reason is being able to add and delete telephone features such as speed dialing and call forwarding. More importantly is our ability to restrict and add credit card numbers."

"State government has more than 20,000 credit card customers across the state. Using DECAS, we can restrict a credit card number immediately, and this virtually eliminates the possibility of fraud or abuse."

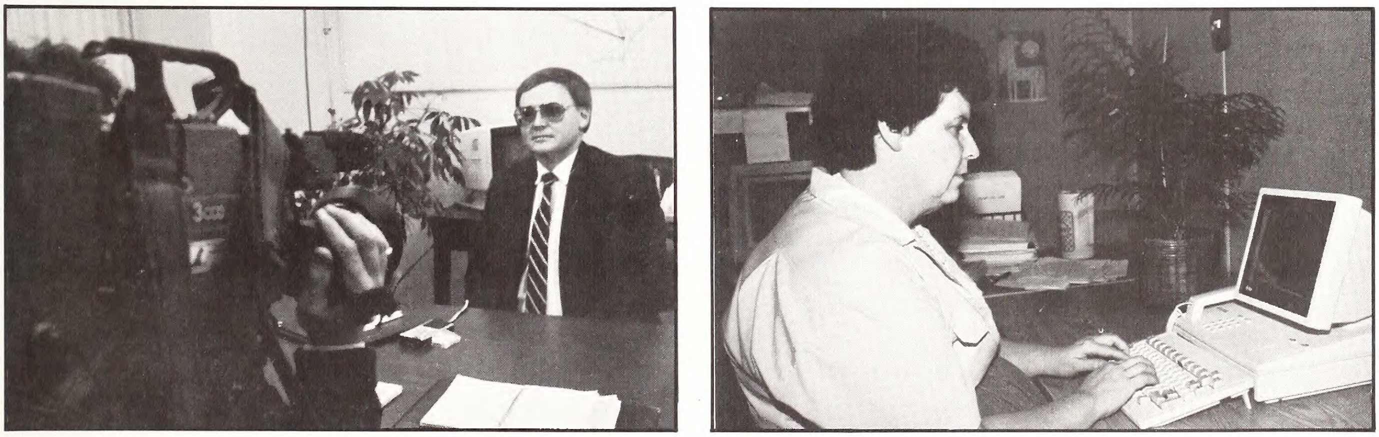
Rule added that DECAS also saves money on service order charges. SIPS' telecommunications specialists are able to process service orders via computer rather than having Southern Bell do it. This saves paperwork, time, and money.

He said that DECAS is a service that provides tremendous benefits at relatively little cost. In addition, Rule noted that DECAS is very easy to operate and requires a minimum amount of training time.

Susan Grigg, DECAS Service Representative, explained that the State Telecommunications Office now has the capacity to gain access to the data base at Southern Bell's main processing station in Atlanta by dialing up a telephone number and the correct code. Through this data base, telecommunications specialists can enter requests to change telephone features and service order option assignments without having to go through the written service order process.

She added that user requests entered into the system will be validated and immediate feedback on errors will be provided. DECAS offers a menu driven, command structure, and special function keys to work through the system. DECAS also provides dual security measures and "on-line" terminal help.

(See DECAS, page 8)



STO ON VIDEO — Telecommunications Director Sam Rule (left) prepares for an on-camera interview to explain the state's DECAS service. The presentation, entitled ON-LINE, is part of an employee video magazine produced by Bell South. The film crew also zoomed in on telecommunications specialist Susan Grigg shown here working with the DECAS data base via her dial-up software system.

BLUEPRINT:

(continued from page 3)

being integrated (digital mode); maintenance contracts have been strengthened and the cost lowered; more network control, problem diagnostic capability, and help desk services have been added at SIPS; and uniform telecommunications wiring plans for state buildings have been established. In addition, a study is under way to determine the need and requirements for a LAN standard.

These types of initiatives, coupled with our clients' willingness to share the cost of expensive resources, will enable our state to continue as one of the leaders in the use and management of information technology.

NETWORK

(continued from page 4)

Kelly pointed out that the SDN also assists state government in network design, adding new features and facilities, upgrading data circuits to handle more traffic, and evaluating equipment to ensure that it is efficient and compatible with network operations. In addition, the State Data Network is the telecommunications hardware and software technical advisor to the Department of Administration's Purchase and Contract Division. This advisory role is primarily for the evaluation of bids that use telecommunications equipment.

Kelly concluded that the new digital system will help SIPS keep pace with the automation growth in state government, as well as contain, and in some cases even reduce, telecommunications data line costs. It is SIPS' goal to ensure that the network's planning, standards, and methods of operation provide efficient, reliable and cost effective services to its clients.

DECAS

(continued from page 7)

Another capability of DECAS is to update the data base, Grigg said. This allows the STO to retrieve telephone number records stored in the system, activate or deactivate features assigned on lines, and change specific service option assignments. Information is changed on a data base record by typing over the field to be changed with the new information. The DECAS data base will be updated immediately.

Grigg encouraged state agencies to take advantage of the special services offered through DECAS. These services include but are not limited to resolution of line problems, information on state credit cards, and ordering new telephone features. For more information contact the State Telecommunications Office, 3700 Wake Forest Road, Raleigh, North Carolina 27609-6860, telephone (919) 733-5555.

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